



FIS920000283US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Howard Young et al.

Group Art Unit 3623

Serial No. 09/723,519

Examiner Susanna M. Meinecke Diaz

Filed November 28, 2000

Confirmation No. 6445

For CUSTOMER RELATIONSHIP
MANAGEMENT BUSINESS METHOD

Box AF
Commissioner for Patents
Alexandria, Virginia 22313-1450

OK to enter
upon Appeal
10/4/04 SMD

AMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action mailed July 13, 2004, please amend the
above-identified patent application as follows:

Amendments to the Specification: There are no amendments to the specification
in this paper.

Amendments to the Claims: The listing of the claims begins at page 2 of this
paper.

Amendments to the Drawings: There are no amendments to the drawings in this
paper.

Remarks: The "Remarks" section begins at page 4 of this paper.

BOX "AF"
RESPONSE UNDER 37 C.F.R. § 1.116
---EXPEDITE PROCEDURE---
EXAMINING GROUP 3623